

Health Care Provider Network Waivers

Health Insurance Company: United Healthcare Insurance Company

Product Name: UHIC Navigate Network

Insurance Company's Contact Number: (866) 414-1959

Insurance Company Network Information Website: www.uhc.com

As of: November 9, 2018

Health insurance companies must be able to deliver timely and appropriate access to health care services by maintaining adequate networks of health care providers and facilities.

If a health insurance network cannot satisfy network adequacy requirements, it must obtain a waiver from the California Department of Insurance. A waiver may be requested for the following reasons: (1) there is an absence of practicing providers or facilities in the area; (2) the health insurance company is unable to contract with a sufficient number of providers or facilities in the area; (3) a provider or facility leaves the network; or (4) the health insurance company proposes an innovative network design shown to provide a benefit to consumers.

The health insurance company will assist covered persons in locating providers or facilities that are available and accessible based on their health care needs. If a network provider or facility is not available within the network adequacy requirements, a covered person may work with Aetna to access an out-of-network provider or facility at the in-network cost sharing.

The waivers granted for this health insurance network are listed in the table below. Please contact the health insurance company's consumer help line noted above regarding the current availability and status of network providers noted below.

Should a coverage dispute arise, contact the health insurance company first. If the dispute is not resolved, contact the California Department of Insurance, Consumer Services Division, 300 S. Spring Street, Los Angeles, CA 90013. If you have any questions, the Department can be reached at (800) 927-4357, outside of California at (213) 897-8921.

County ⁱ	Facility/Provider Type	Waiver Provisions
Butte	<ul style="list-style-type: none"> • Mental Health Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Butte	<ul style="list-style-type: none"> • Autism Service Providers • Maternal and Fetal Medicine • Nuclear Medicine • Orthotics and Prosthetics • Prosthodontists • Surgery: Cardiothoracic 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Calaveras	<ul style="list-style-type: none"> • Autism Service Providers • Orthotics and Prosthetics • Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
El Dorado	<ul style="list-style-type: none"> • Autism Service Providers 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Fresno	<ul style="list-style-type: none"> • Orthotics and Prosthetics • Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Imperial	<ul style="list-style-type: none"> • Inpatient Hospice • Mental Health Facilities • Substance Use Disorder Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Imperial	<ul style="list-style-type: none"> • Audiologists • Autism Service Providers • Cardiac Catheterization Services • Cardiac Surgery Program • Dietitians and Nutritionists • Endocrinologists • Infectious Disease • Mental Health Providers • Orthotics and Prosthetics • Substance Use Disorder Providers • Surgery: Colon/Rectal • Surgery: Plastic 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Kern	<ul style="list-style-type: none"> • Orthotics and Prosthetics • Surgery: Colon/Rectal 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Kings	<ul style="list-style-type: none"> • Mental Health Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Kings	<ul style="list-style-type: none"> • Autism Service Providers • Orthotics and Prosthetics • Surgery: Colon/Rectal 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Lake	<ul style="list-style-type: none"> • Autism Service Providers • Dietitians and Nutritionists • Nuclear Medicine • Ophthalmologists • Optometrists • Orthotics and Prosthetics • Prosthodontists • Surgery: Colon/Rectal 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Lassen	<ul style="list-style-type: none"> • Mental Health Facilities • Substance Use Disorder Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Lassen	<ul style="list-style-type: none"> • Autism Service Providers • Maternal and Fetal Medicine • Ophthalmologists • Optometrists • Orthotics and Prosthetics • Substance Use Disorder Providers 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Madera	<ul style="list-style-type: none"> • Orthotics and Prosthetics • Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Merced	<ul style="list-style-type: none"> • Autism Service Providers • Orthotics and Prosthetics • Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Monterey	<ul style="list-style-type: none"> • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Placer	<ul style="list-style-type: none"> • Mental Health Facilities • Outpatient Dialysis 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Placer	<ul style="list-style-type: none"> • Autism Service Providers • Cardiac Surgery Program • Maternal and Fetal Medicine • Nuclear Medicine • Orthotics and Prosthetics • Prosthodontists • Surgery: Cardiothoracic • Surgery: Colon/Rectal 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Plumas	<ul style="list-style-type: none"> • Autism Service Providers • Maternal and Fetal Medicine • Nuclear Medicine • Optometrists • Orthotics and Prosthetics • Substance Use Disorder Providers • Surgery: Cardiothoracic 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Riverside	<ul style="list-style-type: none"> • Mental Health Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Riverside	<ul style="list-style-type: none"> • Dieticians and Nutritionists • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
San Benito	<ul style="list-style-type: none"> • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

San Bernardino	<ul style="list-style-type: none"> • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
San Diego	<ul style="list-style-type: none"> • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
San Luis Obispo	<ul style="list-style-type: none"> • Orthotics and Prosthetics • Surgery: Colon/Rectal 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Santa Barbara	<ul style="list-style-type: none"> • Orthotics and Prosthetics • Surgery: Colon/Rectal 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Santa Cruz	<ul style="list-style-type: none"> • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Shasta	<ul style="list-style-type: none"> • Maternal and Fetal Medicine • Ophthalmologists • Orthotics and Prosthetics • Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Sonoma	<ul style="list-style-type: none"> • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Stanislaus	<ul style="list-style-type: none"> • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Tehama	<ul style="list-style-type: none"> • Autism Service Providers • Maternal and Fetal Medicine • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Tulare	<ul style="list-style-type: none"> • Orthotics and Prosthetics • Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Tuolumne	<ul style="list-style-type: none"> • Autism Service Providers • Orthotics and Prosthetics 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

ⁱ The service area of the network includes the entire county, unless otherwise denoted.